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1. General Business Requirements

1.1 Procedures

1.1.1 SWBT Contact with Subscribers

1.1.1.1 MCIIm at all times shall be the primary contact and account control for all interactions with its subscribers, except where agreed to by both Parties, for services provided by SWBT to MCIIm. MCIIm subscribers include active MCIIm subscribers as well as those for whom service orders are pending.

1.1.1.2 SWBT shall use its best efforts to ensure that any SWBT personnel who may receive MCIIm subscriber inquiries, for any inquiries or contact concerning any aspects of MCIIm services or products: (1) provide appropriate referrals and, to the extent it becomes available, telephone numbers to subscribers; (2) do not in any way disparage or discriminate against MCIIm, or its products or services; and, (3) do not initiate discussion of SWBT products but shall be able to respond to questions from MCIIm subscribers.

1.1.1.3 SWBT shall not use MCIIm's request for subscriber information, order submission, or any other aspect of MCIIm's processes or services related to services ordered from SWBT to aid SWBT's marketing or sales efforts.

1.1.2 Expedite and Escalation

1.1.2.1 No later than thirty (30) days after the Effective Date of this Agreement, SWBT and MCIIm shall initiate discussion and develop mutually acceptable escalation and expedite procedures which may be invoked at any point in the Service Ordering, Provisioning, Maintenance, and subscriber Usage Data transfer processes to facilitate rapid and timely resolution of disputes. Such procedures shall be implemented within ninety (90) days of the Effective Date or such later date as agreed by both Parties. In addition, SWBT and MCIIm will establish intercompany contacts lists for purposes of handling subscriber and other matters which require attention/resolution outside of normal business procedures within thirty (30) days after the Effective Date of this

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Agreement. SWBT shall notify MCIIm of any changes to its escalation contact list at least one (1) week before such changes are effective.

1.1.2.2 SWBT and MCIIm shall initiate discussions within thirty (30) days after the Effective Date of this Agreement and finalize within sixty (60) days after the Effective Date jointly established contingency and disaster recovery plans for those cases in which normal Service Ordering, Provisioning, Maintenance, Billing, and other procedures for SWBT's unbundled Network Elements, features, functions, and resale services are inoperable.

1.1.3 Operational and Technological Changes

SWBT must notify MCIIm of maintenance work in the following situations: (1) when maintenance activity is planned; and (2) when there are unexpected major outages. When a network element is dedicated to MCIIm, SWBT must work with MCIIm to schedule the maintenance activity. SWBT must make reasonable accommodations to MCIIm when scheduling the maintenance of the dedicated network element.

1.1.4 Subscriber of Record

SWBT shall recognize MCIIm as the Subscriber of Record for all Network Elements or resold services purchased by MCIIm pursuant to this Agreement and shall send all notices, invoices, and information which pertain to such ordered services directly to MCIIm. MCIIm will provide SWBT with **addresses** to which SWBT shall send all such notices, invoices, and information.

1.1.5 Work Center Interface Procedures.

SWBT and MCIIm shall, within sixty (60) days of the Effective Date of this Agreement, develop and implement Work Center Interface Procedures for each function/business process.

1.2 Service Offerings

1.2.1 Changes in Retail Service Offerings

SWBT shall provide MCIm with access to new services, features and functions concurrent with SWBT's notice to MCIm of such changes, so that MCIm may conduct market testing. *A thirty day (30) notice before tariff filing affecting prices of existing services shall be given by SWBT to MCIm.* [Missouri Award No. 40]

1.2.2 Essential Services

SWBT shall designate an access line as an Essential Service Line (ESL) upon MCIm's request.

1.2.3 Caller ID

SWBT shall provide caller ID equipment to MCIm subscribers on the same terms as it provides to SWBT subscribers.

1.2.4 TTY/TDD

SWBT shall provide services and equipment necessary to serve TTY/TDD subscribers of MCIm on the same terms as it provides to SWBT subscribers.

1.2.5 Blocking Services

Upon request from MCIm, SWBT shall provide blocking of 700, 900 or other services of similar type where and as may now exist in SWBT end offices or be developed and deployed by SWBT in the future, and shall provide Billed Number Screening (BNS), including required LIDB updates, or equivalent service for blocking completion of bill-to-third party and collect calls, on a line, trunk, or individual service basis.

1.2.6 Training Support

1.2.6.1 SWBT shall develop training, based on MCIm's input regarding MCIm procedures and materials, for all SWBT employees who may communicate with MCIm subscribers. Training will be provided for all ordering, provisioning, maintenance, billing, miscellaneous services, and any other area, as requested by MCIm.

1.2.6.2 SWBT shall train a reasonable number of MCIm

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employees, as determined by SWBT and MCIm, on the SWBT systems and processes so that MCIm may train its own employees in these systems. The SWBT training shall provide at least the same information available to SWBT employees. SWBT shall provide training to MCIm at no charge. Information/materials provided to MCIm should include, at a minimum, operational and procedural information, and SWBT -specific system access/interface instruction.

1.2.7 Carrier Identification Codes

SWBT shall provide to MCIm the active Carrier Identification Codes (CIC) for both Dial 1 and 800/888 services for each of its access tandems and shall provide monthly updates.

2. Pre-Ordering

2.1 General Business Requirements

2.1.1 Street Address Guide (SAG)

Within thirty (30) days after the Effective Date of this Agreement, SWBT shall provide to MCIm the SAG data, or its equivalent, in both electronic and hard copy forms, in a format acceptable to MCIm. The SAG including the most recent changes shall be provided to MCIm weekly or as otherwise mutually agreed upon as the change to the data is made. The Parties agree to periodically review the necessity of weekly SAG transmissions and determine if monthly transmissions are appropriate.

2.1.2 CLASS and Custom Features

For SWBT services available for resale, MCIm may order the entire set of CLASS and Custom features and functions, or any one or any combination of such features. In addition, SWBT shall provide MCIm with a list of features and functions available on an end office by end office basis.

2.1.3 Subscriber Payment History

2.1.3.1 Customer payment history is not Customer Proprietary Network Information (CPNI). CPNI is defined in the Act in §222, and is limited to "information that relates to

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the quantity, technical configuration, type, destination, and amount of use of a telecommunications service..." Credit information is not included in the CPNI definition. In a competitive environment, customers should have the right to authorize release of their credit history information to an LSP. Therefore, SWBT is required to provide credit history information to MCIm only upon the receipt of an affirmative request by an end-user customer that MCIm be provided the information.

Such credit history information will include:

2.1.3.1.1 Applicant's name;

2.1.3.1.2 Applicant's address;

2.1.3.1.3 Applicant's previous phone number, if any;

2.1.3.1.4 Amount, if any, of unpaid balance in applicant's name;

2.1.3.1.5 Whether applicant is delinquent on payments;

2.1.3.1.6 Length of service with prior local or intraLATA toll provider;

2.1.3.1.7 Whether applicant had local or intraLATA toll service terminated or suspended within the last six months with an explanation of the reason therefore; and

2.1.3.1.8 Whether applicant was required by prior local or intraLATA toll provider to pay a deposit or make an advance payment, including the amount of each.

2.1.3.2 SWBT shall not refuse service to MCIm for any potential MCIm subscriber on the basis of that subscriber's past payment history with SWBT.

2.1.4 Number Administration/Number Reservations

2.1.4.1 SWBT must use the following practices and procedures

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relating to Number Administration and area code relief activities. *The North American Numbering Council has been established by the FCC to move all numbering assignments (NPA as well as NXX) to a neutral third party. Prior to the completion of that effort SWBT is willing to continue assignment. NPA assignment is currently done by Bellcore. SWBT agreed at the hearing during the Arbitration Case to provide real time access to number assignment.* [Missouri Award No. 14]. Such access to MCIm will be on a non-discriminatory basis in accordance with FCC Rules and Regulations and industry guidelines. In addition, SWBT shall provide testing and loading of MCIm's NXX on the same basis as SWBT provides itself or its affiliates.

2.1.4.2 SWBT shall accept MCIm orders for blocks of numbers for use with Hunting arrangements and complex services including, but not limited to, DID, Centrex and PLEXAR®. Further, SWBT shall provide to MCIm on a non-discriminatory basis, equal to that which SWBT provides to itself, the ability for MCIm to obtain numbers while the subscriber is on the phone. SWBT shall provide the same range of number choices to MCIm, including choice of exchange number, as SWBT provides itself or its affiliates. MCIm may order blocks of numbers for its customers in advance of activation for use with Hunting arrangements and complex services including, but not limited to, DID and PLEXAR® through LSPSC in the same manner that SWBT provides blocks of numbers for itself. Reservation and aging of numbers shall remain SWBT's responsibility.

2.2 Service Order Process Requirements

2.2.1 Desired Due Date (DDD)

SWBT shall supply MCIm available due dates as provided by the mechanized system for "POTS" service. SWBT will provide a due date interval on "designed services" based on the Service Code Modifier (SCM) and number of lines.

2.2.2 Specific Unbundling Requirements

2.2.2.1 When ordering a combination of Network Elements, MCIm shall have the option of ordering all features, functions and capabilities of each Network Element provided by SWBT.

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2.2.2.2 When MCIm orders Network Elements, SWBT shall provision all features, functions, and capabilities of the Network Elements which include, but are not limited to:

2.2.2.2.1 The basic switching function of connecting lines to lines, lines to trunks, trunks to lines, and trunks to trunks, as well as the same basic capabilities made available to SWBT subscribers, such as telephone number, white page listing, and dial tone.

2.2.2.2.2 **All other features that the switch is capable of providing, including, but not limited to, custom calling, custom local area signaling service features, Centrex and PLEXAR®, as well as any technically feasible and installed customized routing functions provided by the switch.**

2.3 Systems Interfaces and Information Exchanges

2.3.1 General Requirements

2.3.1.1 Support Functions and Implementation Issues.

2.3.1.1.1 SWBT must provide real-time interfaces that allow MCIm to perform preordering, ordering, provisioning, maintenance and repair, billing for resale services and unbundled network elements. These interfaces must be provided on a nondiscriminatory basis, and must be capable of performing the relevant functions in the same time interval that SWBT performs similar functions for itself.

Where EI/EDI standards are not yet formulated SWBT shall update its OSSs to include the new standards. With regard to the UNE issue, SWBT shall implement electronic interfaces by March 1997 for those UNEs which SWBT has proposed. For the additional UNEs ordered by this Commission SWBT shall provide the electronic interfaces necessary for the preordering ordering, provisioning, maintenance and repair and billing by June 1, 1997. SWBT shall file monthly progress reports with the

Commission that update the progress of implementation. SWBT shall make available via electronic interface notice of new services or changes to existing services in accordance with the time period for notification as set out in Issue 40 of the Arbitration Award (contained in Attachment II, Section 2.14 of this Agreement). Finally, SWBT shall implement a CABS-like² billing system as soon as possible after the Order Billing Form (OBF) issues its final CABS release. [Missouri Award No. 22.]

SWBT shall implement a real-time interface as soon as standards for electronic bonding are developed. [Missouri Reconsideration Order III C.]

SWBT 2.3.1.1.1-1 SWBT shall utilize the EDI interface ordering and shall implement a real-time interface as soon as standards for electronic bonding are developed. [Missouri Reconsideration Order III C.]

2.3.1.1.2 SWBT shall provide to MCIm a list of all CLASS and Custom features and functions and shall provide updates to such lists at the time new features and functions become available as mutually agreed upon.

2.3.2 Pre-Ordering and Provisioning for Resale Services

2.3.2.1 SWBT shall provide to MCIm a list of all intraLATA and interLATA carriers available for subscriber selection on a central office level.

2.3.2.2 Upon request, SWBT shall provide to MCIm a listing at the street address level of the service coverage area of each switch CLLI.

2.3.2.3 SWBT shall provide MCIm with access to subscriber profile information, as described below, without requiring MCIm to produce a signed Letter of Agency (LOA), based on MCIm's blanket representation that subscriber has authorized MCIm to obtain such information.

² CABS is the acronym for Carrier Access Billing System.

2.3.2.3.1 Information shall be in a mutually acceptable format at the subscriber line and/or subscriber trunk level. SWBT shall provide to MCIm a real-time, electronic interface to SWBT subscriber information systems which will allow MCIm to obtain subscriber profile information, including subscriber name, billing and service addresses, billed telephone number(s), and identification of features and services on the subscriber accounts.

2.3.2.3.2 Until access is established via a real-time, electronic interface for subscriber profile information, SWBT agrees that MCIm can obtain subscriber profile information in an interim manner (**e.g., via telephone call, facsimile or electronic mail**) and in accordance with subsection 2.3.2.3 to facilitate the service order process.

2.3.2.4 SWBT shall provide to MCIm a list of all Telecommunications Services features and functions, including new services, and promotions, within ten (10) days of the Effective Date of this Agreement and shall provide updates to such list as soon as new features and functions become available. Such detail shall also provide definitions and explanations of the features and functions available.

2.3.2.5 SWBT shall provide to MCIm, upon request, a list of all current or planned services and features available from each switch, by switch CLLI.

2.3.3 Pre-Ordering and Provisioning for Unbundling

2.3.3.1 SWBT shall provide to MCIm upon request, but not more frequently than monthly, a listing of all available features and functions for Network Elements.

2.3.3.2 SWBT shall provide to MCIm upon request all engineering design and layout information for Network Elements.

2.3.3.3 SWBT shall provide to MCIm upon request advance information of the details and requirements for planning and implementation of new NPAs at least six (6) months prior to implementation of the NPA or as required by any state

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commission, the FCC or as recommended by industry guidelines, whichever is earlier.

3. Ordering and Provisioning

3.1 General Business Requirements

3.1.1 Ordering and Provisioning

3.1.1.1 Support Functions and Implementation Issues

SWBT must provide real-time interfaces that allow MCIm to perform preordering, ordering, provisioning, maintenance and repair, billing for resale services and unbundled network elements. These interfaces must be provided on a nondiscriminatory basis, and must be capable of performing the relevant functions in the same time interval that SWBT performs similar functions for itself.

Where EI/EDI standards are not yet formulated SWBT shall update its OSSs to include the new standards. With regard to the UNE issue, SWBT shall implement electronic interfaces by March 1997 for those UNEs which SWBT has proposed. For the additional UNEs ordered by this Commission SWBT shall provide the electronic interfaces necessary for the preordering ordering, provisioning, maintenance and repair and billing by June 1, 1997. SWBT shall file monthly progress reports with the Commission that update the progress of implementation. SWBT shall make available via electronic interface notice of new services or changes to existing services in accordance with the time period for notification as set out in Issue 40 of the Arbitration Award (contained in Attachment II, Section 2.14 of this Agreement). Finally, SWBT shall implement a CABS-like² billing system as soon as possible after the Order Billing Form (OBF) issues its final CABS release. [Missouri Award No. 22]

3.1.1.2 SWBT shall implement a real-time interface as soon as standards for electronic bonding are developed. [Missouri Reconsideration Order III C.]

3.1.2 Local Service Provider Service Center (LSPSC)/Single Point of

² CABS is the acronym for Carrier Access Billing System.

Contact (SPOC).

3.1.2.1 SWBT shall provide a Local Service Provider Service Center (LSPSC) or equivalent which shall serve as MCIm's Single Point of Contact (SPOC) for all activities involved in the ordering and provisioning of SWBT's unbundled Network Elements, features, functions, and resale services. Faxes will be accepted on a 24 hours a day, seven days a week basis but SWBT will provide an SPOC for all of MCIm's pre-ordering, ordering and provisioning of unbundled Network Elements and resale services provided by SWBT to MCIm. SWBT will provide ordering and provisioning services to MCIm for unbundled Network Elements and resale service orders Monday through Friday from 8 a.m. to 5 p.m. through LSPSC. SWBT will provide the same out of hours provisioning coverage for MCIm end user customers as SWBT provides to its end user customers. SWBT also agrees to extend the hours of coverage of LSPSC based on order volumes of MCIm. MCIm may request SWBT to provide Saturday, Sunday, holiday, and/or additional out of hours provisioning services within two business days. If MCIm requests that SWBT perform provisioning services other than Monday through Friday from 8:00 a.m. through 5:00 p.m., SWBT will quote, within one (1) business day of the request, a cost-based rate for such services. If MCIm accepts SWBT's quote, SWBT will perform such provisioning services.

3.1.2.2 When ordering and provisioning support is required beyond the capabilities of electronic interface, the SPOC shall provide to MCIm a toll-free nationwide telephone number (available Monday through Friday from 8 a.m. to 5 p.m., or equivalent SWBT business office hours for retail customers, or additional hours as may be offered) answered by personnel dedicated to LSP servicing matters and trained to answer questions and resolve problems in connection with the ordering and provisioning of unbundled Network Elements, features, functions, capabilities, and resale services.

3.1.2.3 SWBT shall provide to MCIm, as requested, information and assistance regarding provisioning and premises visit installation (e.g., scheduling, status, and dispatch) from 8:00 a.m. to 5:00 p.m. Monday through Friday, or equivalent hours as provided to SWBT retail customers, and at all other times as agreed to by the Parties to meet emergency situations.

3.1.2.4 SWBT agrees to accept verbally from MCIm minor order corrections. SWBT shall in a timely manner inform MCIm by telephone of any issues which can be handled over the phone.

3.1.3 Carrier Selection

3.1.3.1 For services for resale or unbundled Network Elements, SWBT shall provide to MCIm, no later than January 1, 1997, the capability to order local service, **intraLATA**, **interLATA**, and international toll services by entering the MCIm subscriber's choice of carrier on a single order. SWBT shall provide MCIm with the capability to order separate **interLATA** and **intraLATA** carriers on a line or trunk basis.

3.1.3.2 Where **intraLATA** toll carrier selection is not implemented, or if the subscriber does not select an **intraLATA** toll carrier, SWBT agrees to provide **intraLATA** toll services for resale to MCIm and to recognize MCIm as the default carrier. MCIm shall designate the default carrier for all other toll calls. In all cases, SWBT will route toll calls to the appropriate carrier as designated by MCIm.

3.1.4 Notification to Long Distance Carrier

3.1.4.1 SWBT agrees to notify MCI using OBF-approved CARE transactions, whenever an MCI subscriber, who is provided local service through services for resale, INP/NP, or unbundled Network Elements, changes MCIm PIC status.

3.1.4.2 SWBT shall support and implement new Transaction Code Status Indicators (TCSIs) defined by OBF in support of local resale to enable MCIm to provide seamless subscriber service.

3.1.4.2.1 SWBT shall implement TCSIs used in conjunction with the new Local Service Provider (LSP) Identification Code for handling Account Maintenance, Subscriber Service, and Trouble Administration issues. These TCSIs include 4001/02/05, 4201-4205, 4301, 2033, 2233, 3147, 3148, 3149, and others as OBF may define.

3.1.4.2.2 In addition, SWBT shall implement TCSIs

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used in conjunction with the new Ported Telephone Number field to link "shadow" and ported telephone numbers in support of Interim Number Portability. These TCSIs include 2231, 3150, 3151, and others as OBF may define.

3.1.4.3 SWBT shall provide to MCI the Local Service Provider ID (LSP) on purchased lists of MCIT PIC'd and non-MCIT PIC'd subscribers.

3.1.4.4 SWBT shall provide the Ported Telephone Number (PTN) on purchased CARE lists of MCIT PIC'd and non-MCIT PIC'd subscribers.

3.2 Service Order Process Requirements

3.2.1 OBF Compliance

3.2.1.1 In accordance with OBF guidelines, SWBT and MCI shall follow the OBF-developed ordering and provisioning process recommendations and to the degree it is developed, pre-ordering processes. These processes may include pre-order service inquiry, pre-order service inquiry response, firm order, acknowledgment/rejection, firm order confirmation, delay notification, and completion notification. SWBT agrees to work cooperatively to conform to uniform OBF-developed processes related to pre-ordering, ordering and provisioning. Neither Party waives any of its rights as participants in such forums in the implementation of such standards.

3.2.2 Service Migrations and New Customer Additions

3.2.2.1 Prior to submitting an order for resale, MCI shall obtain such documentation as may be required by applicable federal or state laws and regulations confirming the subscriber's request. MCI shall make such authorization available to SWBT upon reasonable request, as required by federal or state laws regulations or by this Agreement. Similarly, SWBT shall also receive subscriber authorization prior to converting a MCI subscriber to SWBT as required by federal or state regulations.

3.2.2.1.1 SWBT may not initiate any MCI subscriber

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requested disconnection or rearrangement of resale services unless directed by MCIm. Any MCIm subscriber who contacts SWBT regarding a change in MCIm service will be advised to contact MCIm. In those instances when any MCIm subscriber changes their local service provider to another LSP or SWBT, MCIm will be notified.

3.2.2.2 SWBT shall not intentionally interrupt any subscriber service being resold by MCIm at any time during the migration of that subscriber to MCIm service without prior MCIm agreement, unless technically required.

3.2.3 MCIm as Agent. For services provided through Unbundled Network Elements, SWBT shall recognize MCIm as an agent for the subscriber in coordinating the disconnection of services provided by another LSP or ILEC. In addition, SWBT shall not disconnect any SWBT services provided to the subscriber until MCIm notifies SWBT that MCIm's unbundled elements are installed and operational.

3.2.3.1 Unless otherwise directed by MCIm, when MCIm resells a line, the telephone number currently in use for that line shall remain the same and be available for services associated with those lines that are resold by MCIm. SWBT shall provide certain ancillary services, i.e., Operator Services, Directory Assistance, access to 911/E911 and a standard white pages listing, with respect to lines resold by MCIm.

3.2.3.2 For subscriber conversions requiring coordinated cut-over activities, on a per order basis, SWBT will provide MCIm a scheduled conversion time on a parity basis with other SWBT customers and LSPs.

3.2.3.2.1 SWBT will coordinate activities of all SWBT work groups involved with the conversion. This coordination will include, but not be limited to, work centers charged with manual cross-connects, electronic cross-connect mapping, and switch translations (including but not limited to, implementation of interim local number portability translations).

3.2.3.2.2 End user service interruptions shall not

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exceed five minutes.

3.2.4 Intercept Treatment and Transfer of Service Announcements

3.2.4.1 SWBT shall provide unbranded intercept treatment and transfer of service announcements to MCIm's subscribers for resold services. SWBT shall provide such treatment and transfer of service announcement consistent with State Law and with services offered to SWBT's retail subscribers.

3.2.5 Desired Due Date (DDD)

3.2.5.1 When MCIm places an order, MCIm shall specify on each order their Desired Due Date (DDD). SWBT will specify a Due Date (DD) based on force availability. In the event a DDD other than specified is requested by MCIm customer, MCIm will contact SWBT and the Parties will negotiate a new DD based on that request. SWBT shall not complete the order prior to DD or later than DD unless authorized by MCIm.

3.2.5.2 Subsequent to an initial order submission, MCIm may request a new/revised due date that is earlier than the minimum defined interval. This situation will be considered an expedited order and subject to applicable charges, if any.

3.2.5.3 Any special or preferred scheduling options available, internally or externally to SWBT, for ordering and provisioning services shall also be available to MCIm, under the same situations and subject to applicable charges, if any.

3.2.6 Subscriber Premises Inspections and Installations

3.2.6.1 MCIm shall be responsible for all needs assessments, including equipment and installation requirements, at the subscriber premises.

3.2.6.2 SWBT shall provide MCIm with the ability to schedule mutually agreed to customer premises installations.

3.2.7 Firm Order Confirmation (FOC)

3.2.7.1 SWBT shall provide to MCIm, via an electronic interface, a Firm Order Confirmation (FOC) for each MCIm order. The FOC shall contain, but not be limited to: purchase order number, telephone number, Local Service Request number, due date, and Service Order number. As additional capabilities are developed, they shall be made available to MCIm.

3.2.7.2 For a revised FOC, SWBT shall provide, when such features are available, order detail on a per line or per trunk level as well as the order detail from the prior FOC and a complete revised list of features, functions and services ordered.

3.2.8 Order Rejections

3.2.8.1 MCIm shall submit complete and accurate orders for service. SWBT may reject and return to MCIm any order that SWBT cannot provision, due to technical reasons, missing information, or jeopardy conditions **in accordance with Performance Measurements in Section 3.5**. When an order is rejected, SWBT shall, in its reject notification, specifically describe the reasons for which the order was rejected. **SWBT shall not unreasonably reject any orders on account of the desired due date.**

3.2.8.2 **If any portion of a service order, as submitted by MCIm, is not correct, SWBT shall make all reasonable attempts to complete any portion of the work that can be completed, while awaiting correction of error conditions by MCIm.**

3.2.9 Service Order Changes

3.2.9.1 If an installation or other MCIm-ordered work requires a change from the original MCIm service order in any manner, SWBT shall call MCIm in advance of performing the installation or other work to obtain authorization. SWBT shall then provide MCIm an estimate of additional labor hours and/or materials. **After all installation or other work is completed, SWBT shall in a timely manner notify MCIm of actual labor hours and/or materials used.**

3.2.9.1.1 **If additional work is completed on a service**

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order, as approved by MCIm, the cost of the additional work must be reported in a *timely manner to MCIm*.

3.2.9.1.2 If a service order is partially completed, notification must identify the work that was done and work remaining to complete.

3.2.9.2 If an MCIm subscriber requests a service change at the time of installation or other work being performed by SWBT on behalf of MCIm, SWBT, while at the customer premises, shall direct the MCIm subscriber to contact MCIm to obtain authorization so as to avoid unnecessary delays in service activation should SWBT representative leave subscriber premises.

3.2.10 Jeopardy Situations

SWBT will provide MCIm an 855 EDI or current electronic interface standard, transaction-based reply when SWBT's committed DD is in jeopardy of not being met by SWBT on any Resale service. SWBT will concurrently provide the revised due date. SWBT may satisfy its obligations under this paragraph by providing MCIm access through the electronic interface, to a database which identifies due dates in jeopardy and provides revised due dates as soon as they have been established by SWBT. On an interim basis, SWBT and MCIm will establish mutually acceptable methods and procedures for handling the processes for a jeopardy notification or missed appointment.

3.2.11 Cooperative Testing

3.2.11.1 Network Testing

3.2.11.1.1 SWBT shall perform all pre-service testing prior to the completion of the order, including testing on local service facilities and switch translations, including, but not limited to, verification of features, functions, and services ordered by MCIm.

3.2.11.1.2 Within twenty four (24) hours of MCIm's request for scheduled cooperative testing, SWBT shall perform said testing with MCIm (including trouble shooting to isolate any problems) to test Network

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Elements purchased by MCIm in order to identify any problems.

3.2.11.2 Systems and Process Testing

SWBT shall cooperate with MCIm upon request to ensure that all operational interfaces and processes are in place and functioning properly and efficiently, as determined by the Parties. The Parties shall jointly develop test plans that shall simulate actual operational procedures and systems interfaces to the greatest extent possible.

3.2.12 Service Suspensions/Restorations

MCIm shall comply with all applicable contracts and laws, rules and regulations in requesting Service Suspensions. Upon MCIm's request through a Suspend/Restore Order, SWBT shall suspend or restore the resold service. SWBT shall provide restoration priority on a level equal to that which is provided to SWBT and other LSPs.

3.2.13 Disconnects

SWBT shall provide to MCIm daily information notifying MCIm of any lines disconnected from MCIm.

3.2.14 Order Completion Notification

Upon work completion, SWBT will provide MCIm with an 855 EDI, or current standard electronic transaction-based Order Completion containing the date in which that order was completed. SWBT will provide MCIm an 865 EDI, or current industry standard, electronic transaction based Order Completion. **SWBT will include a list of features and functions installed as part of the 'Details on the work Performed' of the completion notice.**

3.2.15 Specific Unbundling Requirements

3.2.15.1 MCIm may order and SWBT shall provision unbundled Network Elements either individually or in any combination on a single order. If a combination is ordered, MCIm shall specify the specific elements of the combination. Network Elements ordered as combined shall be provisioned as

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combined by SWBT unless MCIm specifies that the Network Elements ordered in combination be provisioned separately.

3.2.15.2 Prior to providing service in a specific geographic area or when MCIm requires a change of network configuration, MCIm may elect to place an order with SWBT requiring SWBT to prepare Network Elements and switch translations in advance of orders for additional network elements from MCIm.

3.2.15.3 When MCIm orders Network Elements that are currently connected SWBT shall ensure such Network Elements remain connected and functional without any disconnection or disruption. This shall be known as Contiguous Network Connection of Network Elements. There shall be no charge for such connection.

3.2.15.4 Order combinations of Contiguous Network Elements shall be available to be ordered: (1) on a case-by-case basis for those Network Elements that are subscriber-specific; or (2) on a common-use basis for those Network Elements that are shared by multiple subscribers.

3.2.15.5 Network Elements shall be identified and ordered by MCIm so that they can be provisioned together. MCIm may specify the functionality of a combination without the need to specify the configuration of the individual Network Elements needed to provide that functionality.

3.2.15.6 MCIm shall order Unbundled Local Switching (including UTS and UCT) in accordance with the Local Service Ordering Guidelines (LSOG) being developed by the OBF and adapted by SWBT. MCIm shall use the Local Service Order (LSR) to communicate MCIm requests to SWBT.

3.3 Systems Interfaces and Information Exchanges

3.3.1 General Requirements

SWBT must provide real-time interfaces that allow MCIm to perform preordering, ordering, provisioning, maintenance and repair, billing for

resale services and unbundled network elements. These interfaces must be provided on a nondiscriminatory basis, and must be capable of performing the relevant functions in the same time interval that SWBT performs similar functions for itself.

Where EI/EDI standards are not yet formulated SWBT shall update its OSSs to include the new standards. With regard to the UNE issue, SWBT shall implement electronic interfaces by March 1997 for those UNEs which SWBT has proposed. For the additional UNEs ordered by this Commission SWBT shall provide the electronic interfaces necessary for the preordering ordering, provisioning, maintenance and repair and billing by June 1, 1997. SWBT shall file monthly progress reports with the Commission that update the progress of implementation. SWBT shall make available via electronic interface notice of new services or changes to existing services in accordance with the time period for notification as set out in Issue 40 of the Arbitration Award (contained in Attachment II, Section 2.14 of this Agreement). Finally, SWBT shall implement a CABS-like² billing system as soon as possible after the Order Billing Form (OBF) issues its final CABS release. [Missouri Award No. 22]

3.3.1.1 SWBT shall provide to MCI¹ a real-time, electronic interface(s) for transferring and receiving information and executing transactions for all business functions directly or indirectly related to Service Ordering and Provisioning of Network Elements functions, and Telecommunications Services, as specified in this Attachment. The interface(s) shall be capable of supporting all of the steps in the OBF-developed ordering and provisioning process. These steps include pre-order service inquiry, pre-order service inquiry response, firm order acknowledgment/rejection, firm order confirmation, and completion notification.

3.3.1.1.1 Until such standard are completed, SWBT and MCI¹ agree to use an interim, mutually agreed to order format and interface which will be defined and negotiated between the Parties no later than forty-five (45) days after the Effective Date of this Agreement or unless otherwise agreed to by the Parties.

3.3.1.1.2 SWBT agrees to implement existing OBF-

² CABS is the acronym for Carrier Access Billing System.

developed ordering and provisioning standards and shall use its best efforts to implement future standards in a timely fashion after completion of those standards, and shall implement future standards within ninety (90) days of the completion of those standards.

3.3.1.2 SWBT interfaces shall provide MCIm with the same process and system capabilities for both Residence and Business ordering and provisioning. MCIm shall not be required to develop distinct processes interfaces by class of service.

3.3.1.3 SWBT agrees that the Local Service Provider Service Center or similar function will accept MCIm orders. Orders will be transmitted to LSPSC via an interface or method agreed to by MCIm and SWBT.

3.3.2 Ordering and Provisioning for Resale Services

3.3.2.1 SWBT shall provide to MCIm as specified in this Attachment a real-time, electronic interface to SWBT information systems (PREMIS) to allow MCIm to assign or hold (for up to 30 days) telephone number(s) associated with an order for simple services (i.e., residential and small business customers) with the customer on line (if the subscriber does not already have a telephone number or requests a change of telephone number). For simple services number reservations, SWBT shall provide real-time confirmation of the number reservation. For number reservations associated with complex services, SWBT shall provide confirmation of the number reservation within twenty four (24) hours of MCIm's request.

3.3.2.2 SWBT shall provide to MCIm as specified in this Attachment a real-time, electronic interface to schedule appointments and receive due dates.

3.3.2.3 SWBT shall provide to MCIm as specified in this Attachment a real-time, electronic interface to SWBT subscriber information systems which will allow MCIm to determine if a service call is needed to install the line or service.

3.3.2.4 SWBT shall provide to MCIm as specified in this

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Attachment a real-time, electronic interface which transmits status information on service orders. Until real-time electronic interface is available, SWBT agrees that SWBT will provide proactive status on service orders at the following critical intervals: acknowledgment, firm order confirmation, and completion according to interim procedures to be mutually developed.

3.3.3 Ordering and Provisioning for Unbundled Network Elements

3.3.3.1 SWBT shall provide to MCIIm information on charges associated with special construction. Until real-time, electronic interface is available, SWBT agrees that SWBT will in a timely manner notify MCIIm of any charges associated with necessary construction.

3.3.3.2 SWBT shall provide MCIIm with results from mechanized loop tests.

3.4 Standards

3.4.1 General Requirements

MCIIm and SWBT shall agree upon the appropriate ordering and provisioning codes to be used for Network Elements. Telecommunications Industry Forum Electronic Data Interchange Service Order Subcommittee (TCIF-EDI-SOSC) codes shall be used for the ordering and provisioning of the unbundled network elements or combination of elements and shall be known as data elements as defined by the (TCIF-EDI-SOSC).

3.5 Performance Measurements and Reporting

3.5.1 SWBT shall maintain services such that MCIIm can meet State service standards. Further, SWBT shall provide MCIIm with at least the same level of service it provides itself. [Missouri Award No. 41]

3.5.2 Cycle Time Measurements

3.5.2.1 Excepting expedited due date requests, the following order intervals shall constitute the basis for measuring SWBT Service Order performance under this Agreement. MCIIm

may, at its discretion, modify such measurements from time to time:

3.5.2.2 SWBT shall provide acknowledgment of each and every MCIm service order within one (1) hour of receipt by SWBT.

3.5.2.3 SWBT shall process MCIm service orders and provide either Firm Order Confirmation (FOC) of a correct service order or notification of a rejected order and the detail of the errors contained within any data element(s) fields contained in such order, within four (4) hours of receipt of Local Service Request (LSR) from MCIm.

3.5.2.4 SWBT shall complete any Suspend/Block/Restore order no more than four (4) hours after receipt by SWBT.

3.5.2.5 When MCIm specifies a Desired Due Date that is greater than the standard intervals defined in this Agreement, SWBT shall complete ordering and provisioning activities no later or earlier than that date.

3.5.2.6 For expedited due date requests, SWBT shall confirm to MCIm within two (2) business hours after SWBT receipt of such request from MCIm whether SWBT can complete an initially-submitted order within the expedited interval requested by MCIm. Confirmation may be provided by SWBT via telephone call with follow up confirmation to be provided by SWBT according to normal procedures and measurement intervals.

3.5.2.7 Subsequent to an order which has been initially submitted by MCIm, MCIm may require a new/revised due date that is earlier than the minimum defined interval.

3.5.2.7.1 For such requests, SWBT shall confirm to MCIm within two (2) business hours after SWBT receipt of the revised due date request from MCIm whether SWBT can complete the order within the expedited interval requested by MCIm. Confirmation may be provided by SWBT via telephone call with follow up confirmation to be provided by SWBT

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